

**Rochester Museum & Science Center  
JOB DESCRIPTION**

**Job Title:** Volunteer Coordinator  
**Department:** Rochester Museum & Science Center  
**Direct Supervisor/Manager's Title:** Human Resources Manager  
**FLSA Status:** Non-Exempt  
**Full-time/Part-time:** Part Time  
**Date Prepared/Revised:** April 12, 2018

**I. JOB SUMMARY**

The Volunteer coordinator is responsible for recruitment and placement of volunteers and interns for the RMSC (Science Museum, Cumming Nature Center, and Planetarium). This position provides volunteers and interns with preliminary orientation; works with volunteer and intern liaisons to oversee volunteers and interns; troubleshoots volunteer/intern issues; maintains volunteer/intern project list; maintains volunteer/intern database.

*Work schedule may include flexible hours, weekends, weekdays, evenings, holidays and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly*

**II. DUTIES (and percentage of time spent)**

| <b>Describe duties, responsibilities, essential functions:</b>  | <b>%</b>   |
|---|------------|
| Coordinates with volunteer liaisons to identify volunteer and intern needs on an established basis to ensure continuous flow and fulfillment of volunteer/intern positions.   | <b>20%</b> |
| Recruits volunteers and interns through advertisement of the vacancies and conducts initial screening of qualified applicants. Proactively makes connections with community organizations that can be sources of volunteers/interns, including university/college career offices. Interviews and assess candidates, in collaboration with volunteer liaisons if desired. Completes background and reference checks. Refers appropriate candidates to volunteer liaisons who arrange for departmental training. Maintains database of all volunteer applicants for potential future opportunities. | <b>30%</b> |
| Manage volunteer/intern tracking database to include furnishing reports, training new volunteers/interns on use of system, troubleshooting issues in a timely manner, elevates technical issues to IT or product designer as necessary. Maintains list of liaisons and supervisors for each volunteer/intern.   | <b>10%</b> |
| Provides a standard orientation to each new volunteer or intern to include the overall RMSC orientation, including policies and procedures, and obtain all required documentation. Ensures performance evaluations are done (as required), conducts periodic surveys of individual volunteer/intern experience, handles warnings and/or   | <b>20%</b> |

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| separations as necessary.  |            |
| Responsible for the coordination, planning, and execution of annual volunteer appreciation event. Coordinates with community partners on volunteer month programming. Provides consistent and ongoing appreciation of volunteers, formal and informal, including attending group meetings. | <b>15%</b> |
| Member of Rochester Area Administrators of Volunteer Services (RAAVS); attends meetings and networks with like-minded professionals/organizations; reports back best practices and implements improvements as deemed necessary.  | <b>5%</b>  |

### III. SUPERVISORY RESPONSIBILITIES

May provide input for volunteer/intern evaluations.

### IV. FUNCTIONAL REQUIREMENTS

#### **Technology, Equipment, Tools:**

Ability to utilize Microsoft Office products and company email.

Ability to use business machines such as personal computer, printer, calculator, copy machine, facsimile, and phone.

#### **Mental Activity (language skills, mathematical skills, reasoning ability):**

##### **Language Skills:**

Ability to read and comprehend simple instructions, short correspondence and memos.

Ability to effectively present information in one-on-one and small group situations.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.

Ability to work with a diverse population.

Ability to speak effectively with groups of individuals (internal and/or external).

##### **Mathematical Skills**

Ability to count, add, subtract, multiply and divide using whole numbers.

##### **Reasoning Ability:**

Ability to solve practical problems/troubleshoot and deal with a variety of concrete variables in situations where only limited standardization exists.

Ability to interpret a variety of instructions furnished in written, oral, schedule form.

Ability to exercise judgment and make decisions within standard practice.

**Physical Activity:**

While performing the duties of this job, the employee is regularly required to walk; stand; bend; climb; to use hands to handle or feel objects, tools or controls; reach with hands and arms; stoop; kneel; and crouch. The employee must occasionally lift and/or move *up to* 25 pounds.

Specific vision abilities required include close vision, depth perception and ability to adjust focus.

**Work Environment:**

While performing the duties of this job, the noise level in the work environment is usually quiet, and the employee may work in indoor/outdoor conditions.

**V. QUALIFICATIONS**

**Education/Experience Requirements:**

Associate degree or related experience.  
Preferred 2-3 years' experience working with volunteer organizations, private or civic organizations.  
HR experience strongly preferred.

**Skills/Competencies Requirements:**

Experience working with volunteers/interns, strong organizational skills, proven interpersonal relationship skills. Ability to work as a member of a multidisciplinary team. Demonstrated ability to follow up/follow through on inquiries, correspondence and required paperwork.

**VI. APPROVALS**

\_\_\_\_\_  
**Department Manager/Director**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Department Vice President**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Human Resources**

**Date:** \_\_\_\_\_

This job description reflects management's assignment of essential functions and does not restrict management's right to assign or reassign duties and responsibilities to this job at any time.